NETSCOUT

The Beating Heart of Today's Modern Healthcare Organizations is Reliable Network Connectivity

NETSCOUT Observability is Key to Ensuring the Highest Quality Doctor and Patient Experience

OVERVIEW

The Challenge

- Ensure the consistent delivery of high-performing digital services across complex, distributed network.
- Visibility gaps threatened patient experience, operational efficiency, and clinical service reliability.

The Solution

- NETSCOUT© Observability solutions

The Results

- Faster problem identification and resolution, resulting in reduced downtime and improved service quality for both patients and clinical staff.
- Deeper visibility into digital ecosystem to support ongoing digital transformation efforts.
- Compliance with healthcare regulations, and delivering more resilient, responsive care experiences.

Executive Summary

Major healthcare organization, serving tens of millions of patients across nearly a dozen states, relies on NETSCOUT© observability solutions to ensure their network runs smoothly in order to deliver the highest quality care and the best patient experience. NETSCOUT is essential in helping to eliminate network problems, keeping vital applications, such as EPIC, telemedicine services, ePharmacy, and patient portals up and running – allowing the provider to meet evolving demand, while growing the business and improving revenue.

Customer Profile

This major healthcare organization serves tens of millions of patients each year across nearly a dozen states. With close to 700 facilities like hospitals, doctor's offices, clinics and treatment centers, keeping everyone connected is imperative to ensure the highest quality of care. Physicians, nurses, specialists and teams of administrative staff are increasingly reliant on advanced digital systems to make appointments, share medical records, schedule tests, review results, and order prescriptions. Given the complexity and scale of this national provider's cutting-edge systems, IT has the enormous task of assuring the reliability of vital network connectivity in support of the organization's life-saving mission.

NETSCOUT's observability solutions have proven vital in helping IT ensure that caregivers and patients remain connected, have access to time-sensitive medical records and diagnostic information, and access to telehealth services. This has been instrumental in improving the overall patient experience, enhancing patient outcomes, achieving operational cost savings and maintaining the organization's industry-leading reputation.

The Challenge

With hundreds of hospitals, clinics, and remote treatment centers across the U.S., this national provider's network had become increasingly complex. To meet their growing connectivity needs, the organization has shifted to a Software-defined Wide Area Network (SD-WAN) environment, which makes it possible for geographically dispersed doctors, technicians, administrators and patients to access the applications that power today's modern healthcare systems.

One example includes doctors who relied on real-time access to edge applications, such as the EPIC EHR system and telehealth platforms to treat patients quickly and accurately. But when latency hit, physicians were unable to retrieve records or run diagnostics, delaying care and risking outcomes.

Another example is ePharmacy systems that allow doctors to more easily prescribe medications, and have them sent directly to the pharmacy for pickup by the patient. When disruptions to the network occur, prescriptions are delayed, which can cause adverse impacts for patient in urgent need of medication. Similarly, when Unified Communication and Collaboration Systems (UCCS) failed, patients were unable to access telehealth services, which rely on voice and video, creating the potential for added stress during a time of need.

Ultimately, any slow down or interruption of the network immediately impacted patient care and harmed business performance. IT faced the considerable challenge of keeping the network and applications up and running. Delays in restoring systems created real patient safety concerns, opened the door to potential legal exposure and the real risk of lost revenue. When systems inevitably failed, doctors were unable to treat patients in a timely manner, a fact that weighed heavily on the minds of the medical team.

Solution in Action

To address the healthcare provider's concerns, the organization turned to NETSCOUT, who has been a key observability partner for the past few decades. As the organization has made significant investments in digital technology in an effort to improve patient care, NETSCOUT has been called upon to provide invaluable observability throughout the organization's hundreds of remote locations. With hospital facilities and small, dispersed offices spread across the country, the provider didn't have sufficient IT personnel on hand to fix problems when they arose. By delivering observability to the edge of the network, NETSCOUT allows centrally located IT teams to safeguard that systems are running smoothly and reliably, ensuring patient care is being delivered across the entire organization.

NETSCOUT solutions deliver visibility across the entire digital ecosystem, revealing critical interdependencies all the way out to the devices that patients interact with. By gathering network traffic and distilling it into real-time, precise intelligence, NETSCOUT Smart Data can pinpoint the source of latency issues, so IT can respond more quickly. This enables doctors, nurses and administrators to do their jobs more efficiently.

NETSCOUT solutions also help the provider with voice and video services. As demand for telemedicine has exploded - providing an important revenue driver for the organization - being able to deliver the highest quality service is essential to the patient experience. NETSCOUT's deep expertise in this area has been invaluable in helping the provider as care-delivery models continues to evolve.

The Results

For this healthcare provider, NETSCOUT solutions are the preferred observability tool for their network operations center (NOC) and Voice teams. Instead of having doctors and patients complaining about slow connections in, for example, far flung dermatology or physical therapy offices, NETSCOUT Smart Data-based observability allows IT to fix problems quickly, so the business runs more smoothly.

As a result of NETSCOUT observability, the provider was able to:

- Maximize reliability of EPIC systems
- Eliminate connectivity issues with telemedicine services
- Ensure continuous access to e-pharmacy services
- Improve uptime and access to patient portal applications

- Improve the overall patient experience
- Support delivery of the highest quality of care
- Strengthen the organization's reputation for excellence
- Support revenue growth activities

"I would say that [the investment in NETSCOUT] is absolutely worth it because of the risk avoidance and our duty to protect our patients and ensure that we have a medical-grade IT system. The value that NETSCOUT brings is just immeasurable in those lifesaving moments."

- CTO, specialized healthcare services.

As this provider continues to digitally transform their operations, NETSCOUT visibility not only empowers the provider to operate more efficiently, but the organization has been able to achieve significant operational cost savings.

Consistently ranked as one of the top healthcare providers in the nation, this provider has earned a stellar reputation for patient satisfaction. NETSCOUT has played an important role in helping them deliver award-winning service.

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www.netscout.com/industries/healthcare

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